

## SENIOR BUSINESS LICENSE REPRESENTATIVE

### DEFINITION

To perform technical duties involving the administration of business license regulations, codes, policies and procedures; to respond to concerns from the business community on matters pertaining to business licensing; to perform technical field work to resolve business license application issues and disputes; and to lead, oversee, and compile a variety of documentation for cases taken to small claims court.

### DISTINGUISHING CHARACTERISTICS

This is the advanced journey class in the Business License Representative series. Employees in this class are distinguished from the Business Representative class by the performance of the full range of duties as assigned including technical or functional supervision of assigned staff. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor.

Exercises technical and functional supervision over assigned staff.

### ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Perform, lead and oversee the processing of business license applications, issuance of business licenses and notice of violations when necessary; prepare related business license reports.

Interpret business license rules, regulations, codes, and ordinances for the public and staff.

Respond to concerns by the business community on matters pertaining to business licensing; resolve business license complaints in an efficient manner

Perform technical fieldwork to resolve active and non-renewed business license applications; lead, oversee, and compile a variety of documents for cases taken to small claims court.

May provide testimony in court on various issues related to the verification of business licenses.

Maintain the North American Industry Classification (NAIC) Codes for business licenses of businesses in the City.

CITY OF CHULA VISTA  
Senior Business License Representative

Keep abreast of government regulations/legislation relating to business licensing.

Enter and retrieve data from an on-line or personal computer system and use technology to produce reports.

Organize work set priorities and follow up to ensure coordination and completion of assigned work.

Perform a variety of general office support work related to assignment.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer services.

Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of assigning and reviewing the work of others.

Basic financial record keeping and bookkeeping.

Principles and practices of good customer service.

Conflict resolution techniques.

Modern office management practices and methods; computer equipment and software applications related to assignment.

Basic mathematics.

English usage, spelling, grammar, and punctuation.

Ability to:

CITY OF CHULA VISTA  
Senior Business License Representative

Plan, assign, train, and review the work of assigned staff.

Prepare, maintain and reconcile records and reports related to assignment.

Prioritize and coordinate several work activities; research, organize, and maintain office files; make mathematical calculations with speed and accuracy.

Use initiative and sound independent judgment within established guidelines.

Read and interpret rules, policies and procedures related to business licenses.

Operate standard office equipment.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible journey level experience involving bookkeeping, customer service, or office support.

Training:

Equivalent to the completion of the twelfth grade, supplemented by college courses in business, bookkeeping, office administration, or related field.

License or Certificate

Possession of, or ability to obtain, a valid California driver's license.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time. Intermittently twist and reach office equipment; write or use keyboard to communicate through written means; type on a 10-key

CITY OF CHULA VISTA  
Senior Business License Representative

calculation device; may lift light weight. Some fieldwork may be required in the course of performing duties.

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